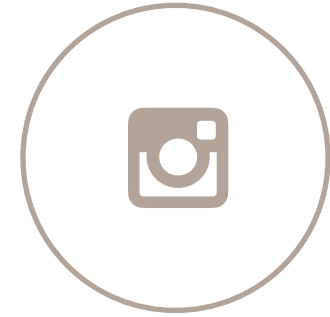


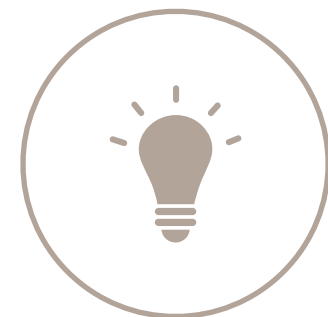
# User Profile



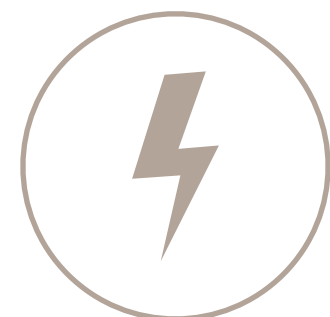
Age .....  
Family .....  
Hobbies & habits .....  
Residence .....



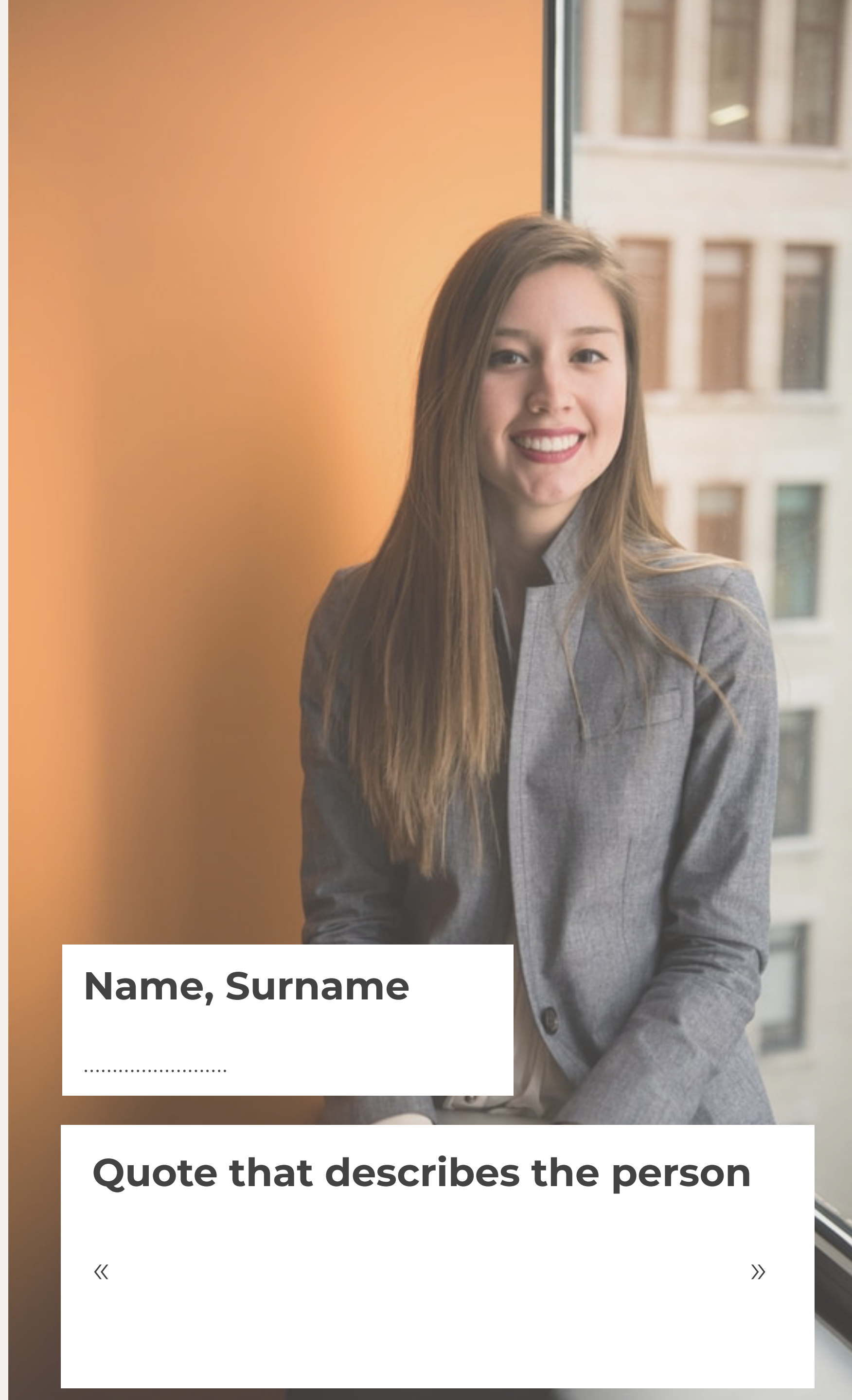
Title : .....  
Office routine : .....  
Main goals : .....



Understanding of the law (1-5) ? .....  
What is she going to do with this document ? .....



Challenges/ Frustrations towards the document  
.....



**Name, Surname**  
.....

**Quote that describes the person**  
« ..... »

# User journey

- 1. Identify the different steps the user goes through when facing with the legal document
- 2. Identify your user's frustration points at each step: what's too long, too complex, what blocks him/her
- 3. Concentrate on the emotions and draw the emotional journey of each step.

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
What is happening ?							
What are the pain points ?							
Emotional Journey	+ -						